



AMI Program Update

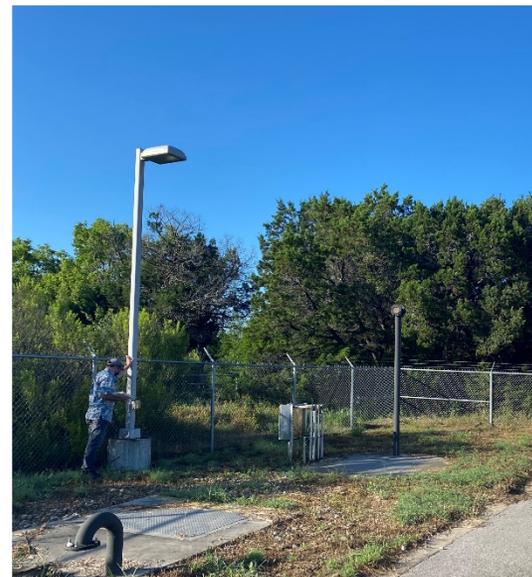
Austin
WATER



August 2020

AMI Project Progress

- ◆ Council Contract Approval
- ◆ Contracts Negotiated & Executed
- ◆ Aclara Kickoff
- ◆ WaterSmart Kickoff
- ◆ 190+ DCU Site Surveys Completed (*survey ongoing*) – *1st Installation 8/19.*
- ◆ Receipt of Initial Pilot Equipment
- ◆ Change Management
 - Business Process Reviews
 - Training Planning
 - Internal Communications [Intranet Site](#)
 - Change Network Established

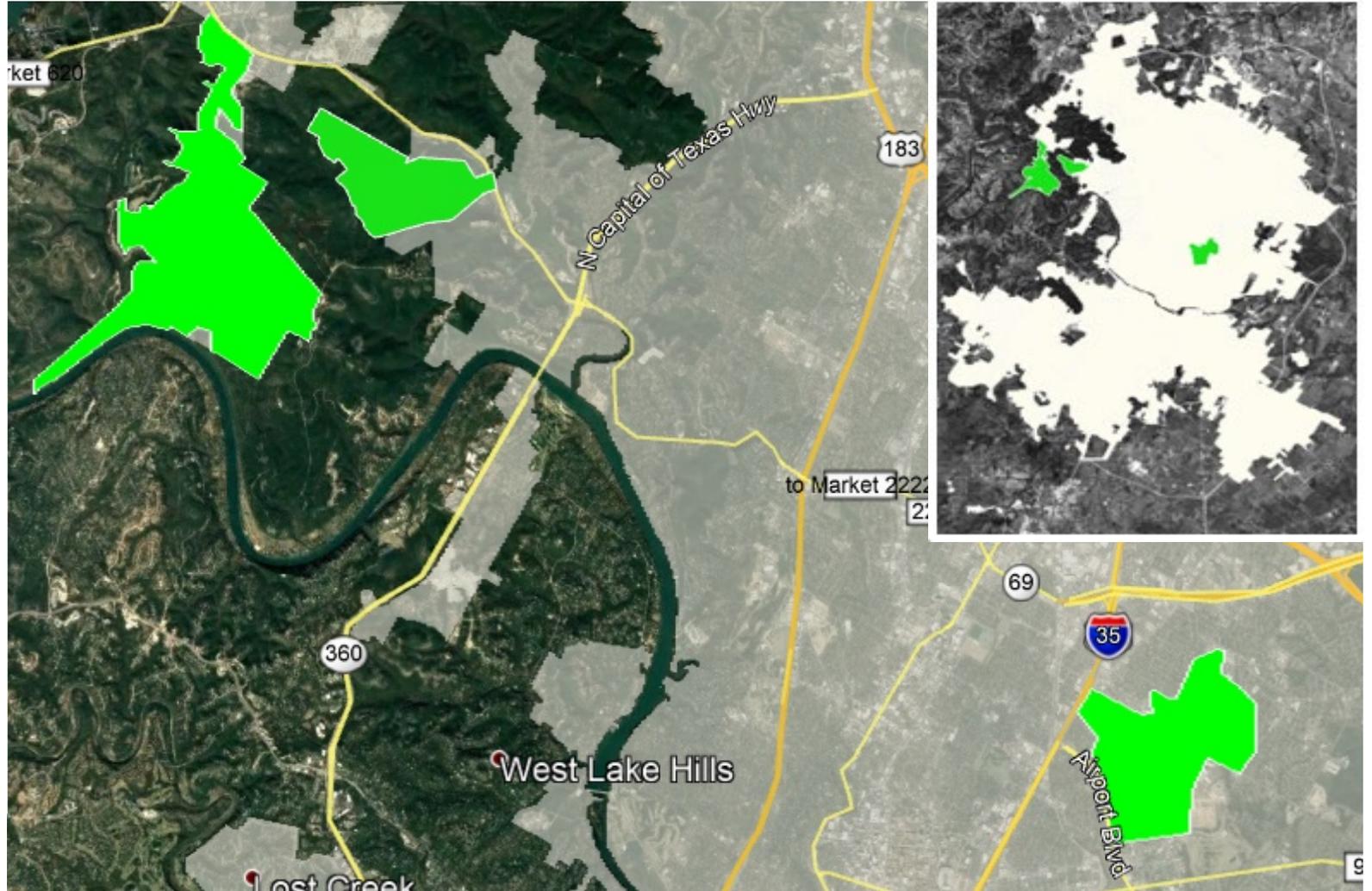


Pilot Area Guiding Criteria:

- Challenging terrain (RF Propagation)
- Challenging installs (aged infrastructure)
- Maximize inclusion of council districts
- Maximize inclusion of entire read routes
- Variety of meter sizes
- Variety of dwelling types
- Total Meters ~5,000

Pilot Target Areas

- River Place/Glenlake and Long Canyon
 - Council Districts: 10, 6
 - ~1920 meters
- Windsor Park/Mueller
 - Council Districts: 1,9,4
 - ~2840 Meters





My ATX Water External Communications Strategy for Pilot



My ATX Water Pilot

External Communications Schedule

Planning and Preparing Internal Stakeholders	Launch Communications to External Stakeholders	Communications for Customers in the Pilot
<p align="center">May – July</p>	<p align="center">August</p>	<p align="center">September – December (estimated)</p>
<ul style="list-style-type: none"> ▪ Finalized pilot boundaries and details ▪ Finalized Materials and FAQ ▪ Message and communication briefings: 3-1-1, Austin Energy and Austin Water staff ▪ Created internal SharePoint 	<ul style="list-style-type: none"> ▪ Advance Communication to Council Offices – Email and materials to staff of Districts located within the pilot ▪ Press release and social media ▪ Launch new webpage ▪ Mailer to pilot customers ▪ Austin Water Oversight Committee update ▪ Water & Wastewater Commission update 	<ul style="list-style-type: none"> ▪ Mailer to pilot customers continues ▪ Postcard to pilot customers ▪ Pilot meters installed ▪ Door hangers for pilot customers ▪ Community outreach and virtual meetings <p align="center">Future</p> <ul style="list-style-type: none"> ▪ Customer Feedback (surveys)



Customer Communication Materials

MyATX Water

A smart water meter system is coming soon.

Pronto llegará un sistema inteligente de medidores de agua.

My ATX Water
Austin's Smart Water Meter System

Benefits to Customers

- Customized Notifications
- Daily Water Use Updates
- Water Budgeting Feature
- Customer Tools

Beneficios para el cliente

- Notificaciones personalizadas
- Actualizaciones diarias del uso de agua
- Función de presupuesto del agua
- Herramientas del cliente

Diagram labels: antenna, water meter, Meter Transmission Unit (MTU), unidades de transmisión del medidor.

My ATX Water
Austin's Smart Water Meter System

512 • 494 • 9400
myatxwater.org
myatxwater@austintexas.gov

Good news! You are included in the My ATX Water Pilot Project, and a new water meter will be installed soon giving you more access to your water use data.

My ATX Water, Austin's smart water meters connected to a wireless network. A customer portal will provide daily water use data and custom notifications.

How it Works

- A new digital meter will replace current meters at each home or business.
- Water use data will be collected and transmitted daily to a customer portal via a secure wireless connection.
- Customers need to sign up for the customer portal, where they can track water use and get alerts when water use increases, or possible leaks are detected.
- Customers will continue to receive a monthly bill for water and wastewater services.

Beneficios para los clientes

- Notificaciones personalizadas:** Inscríbese para recibir notificaciones personalizadas si su uso de agua aumenta repentinamente. Lo cual indica una posible fuga.
- Actualizaciones diarias del uso de agua:** Sus datos están a su alcance. Sepa cuánto agua está utilizando.
- Función de presupuesto de agua:** Inscríbese para recibir alertas si su uso de agua excede su límite.
- Herramientas del cliente:** Los informes del uso de agua le ayudan a reducir su uso de agua ahorrando en su factura mensual.

Beneficios to Customers

- Customized Notifications:** Sign up for custom notifications if your water use suddenly increases, indicating a possible water leak.
- Daily Water Use Updates:** Your data is at your fingertips. Know how much water you are using.
- Water Budgeting Feature:** Sign up for alerts if your water usage is exceeding your threshold.
- Customer Tools:** Water use reports help you reduce your water use and save on your monthly bill.

Planning for Austin's Future

The project is an important strategy to achieve water conservation goals in Austin Water's 100-year water plan, known as Water Forward. Austin Water is committed to affordability for our customers and has worked with the Texas Water Development Board to secure a low-interest loan that will help fund the majority of the project.

Austin WATER
myatxwater.org

What to Expect

- You will receive a postcard in the mail before your meter installation. Please clear landscaping. Personal water sensors or other items that are blocking access to your water meter. Crews will check your meter box, clear debris and remove any personal devices.
- Aclara, a contractor to Austin Water, will replace your meter. You will experience a brief interruption in your water service during the installation. It should take about 20 minutes.
- Crews will leave a door hanger with instructions for flushing your water line after the meter installation and accessing the My ATX Water portal.

For more information

- Visit: myatxwater.org
- Call: 512-494-9400

My ATX Water
Austin's Smart Water Meter System



Qué debe esperar

- Recibirá una tarjeta postal por correo antes de la instalación de su medidor. Por favor despeje plantas, sensores de agua personales u otros artículos que estén bloqueando el acceso a su medidor de agua. Las cuadrillas revisarán la caja del medidor, despejarán los escombros y quitarán todos los dispositivos personales.
- Aclara, un contratista de Austin Water, cambiará su medidor. Se interrumpirá brevemente su servicio de agua durante la instalación. Deberá tomar unos 20 minutos.
- Después de la instalación, las cuadrillas dejarán un aviso en la puerta con instrucciones.

Para obtener más información

- Visite: myatxwater.org
- Lláme al: 512-494-9400

Austin Water e sus clientes y l Agua de Texas que ayudará a

Austin WATER
My ATX Water
Austin's Smart Water Meter System

¡Buenas noticias! Usted está incluido en el Proyecto piloto de My ATX Water, y pronto se instalará un nuevo medidor de agua que le dará más acceso a sus datos de uso del agua.

My ATX Water, el Sistema de medidores de agua inteligente de Austin, reemplazará los medidores de agua análogos por medidores de lectura electrónica conectados a una red inalámbrica. Un portal del cliente proveerá datos diarios del uso de agua y notificaciones personalizadas.

Beneficios para los clientes

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Planificación para el futuro de Austin

El proyecto es una estrategia importante para lograr los objetivos de conservación de agua en el plan de agua de 100 años de Austin Water, conocido como Water Forward.

Para obtener más información

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- Lláme al: 512-494-9400

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Para obtener más información

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- Lláme al: 512-494-9400

Your new smart water meter has been installed.

Action Needed: We recommend you clear sediment in your water line by running an outside spigot and cold water in a bath tub for 10 minutes before using any other indoor water. You may also need to clean screens on faucets and shower heads.

Austin WATER
My ATX Water
Austin's Smart Water Meter System



My ATX Water
Austin's Smart Water Meter System



Website Launch



My ATX Water

[Home](#) >

[Infrastructure Home](#) >

[Renewing Austin](#) >

[Austin's Smart Water Meter System](#) >

[Reclaimed Water System](#) >

[System Maintenance](#) >

The Austin City Council approved contracts on March 26, 2020, paving the way for Austin Water to modernize its water metering system. Over the next five years, the project will replace more than 230,000 analog water meters with electronically read water meters connected to a wireless network. The project will also develop a customer portal with near-real time water use data where customers can sign-up for customized notifications.

Austin Water will notify customers when their installation is scheduled. Customers can expect to receive much more information in the coming months.

About Austin's Smart Water Meter System

What is the My ATX Water Project?

My ATX Water, Austin's smart water meter system, will replace analog water meters with electronically read meters connected to a wireless network. A customer portal will provide daily water use data and custom notifications. The project is an important strategy to achieve water conservation goals in Austin Water's 100-year water plan, known as Water Forward.

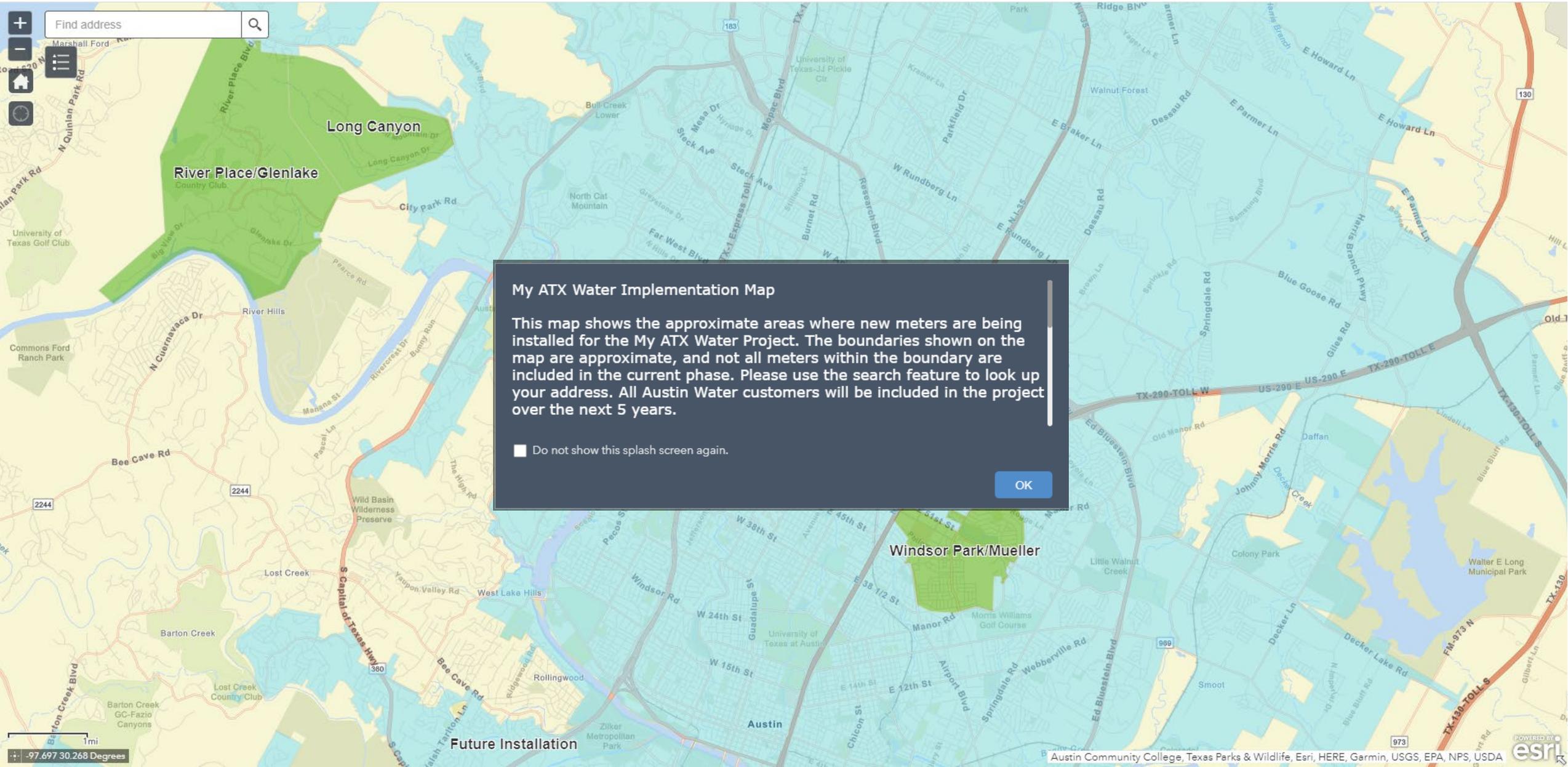
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Pilot Project Area Map



My ATX Water Implementation Map

This map shows the approximate areas where new meters are being installed for the My ATX Water Project. The boundaries shown on the map are approximate, and not all meters within the boundary are included in the current phase. Please use the search feature to look up your address. All Austin Water customers will be included in the project over the next 5 years.

Do not show this splash screen again.

OK

Future Installation

ACCOUNT NUMBER SERVICE ADDRESS
1506 Garden St
Austin, TX 78702

I Want To...

Understand a high bill

Sign up for unusual use alerts

Check if I have a leak

My Daily Use

154 Gallons Per Day View use

Compare your past use for this billing period. -1%



Notifications

Announcement Add a shortcut to the Portal on your mobile phone. Did you know that you can add a ... read more

Recommended



Install High-Efficiency Toilets

Expert Advice

See more

Tweets by @AustinWater

Austin Water @AustinWater Conservation Stage Water Use Restrictions are in effect. Not sure about your watering day or could use FREE tips, tools and rebates to help you save? Visit WaterWiseAustin.org #ATXH2O #ATX #ATXWX



Customer Portal Platform

- Online Customer Self-Service Portal
Water Use Data & Analytics
Customized Messaging, Conservation Tips & More
Automated Alerts & Notifications



Future Updates

- ◆ AMI Project Process
- ◆ Pilot Area Activities
- ◆ Customer Portal Rollout Plan





Questions?

